उत्तर प्रदेश मेट्रो रेल कॉरपोरेशन लि0
UTTAR PRADESH METRO RAIL CORPORATION LTD.
(Formerly Known as Lucknow Metro Rail Corporation Ltd.)
(भारत सरकार एवं उत्तर प्रदेश सरकार का एक संयुक्त उपक्रम)
(A JOINT VENTURE OF GOVT. OF INDIA & GOVT. OF U.P.)

UPMRC

No.: UPMRC/RS&S/IT/LKIT-02/Addendum02   Date: 18.05.2023

Addendum-02

Name of Work: LKIT-02: Redesign, development and maintenance of official web portal, mobile applications, web based softwares and CMS for Uttar Pradesh Metro Rail Corporation Limited

Addendum-02 along with replies to pre-bid queries of above tender is being issued and uploaded on CPP portal.

For any further modifications/changes (if any), bidders are advised to stay updated on e-tendering portal (https://etenders.gov.in/eprocure/app) for information please.

18/5/23

(Tradeep Kumar Khare)
GM/S&T

LKIT-02 replies to Pre-bid Queries

S. No.	Volume	Section of tender document	Clause	Description of the Clause	Tenderer's Query	UPMRCL Reply
1	Volume-1	NIT	1.1.1 (iii)	The migration from existing Website and application to the developed website and application shall be the responsibility of the bidder.	We would request you to provide the existing data size, data format and data type which is to be migrated to the new website and application.	Database is MySQL. Database size of website and Mobile App is approx. 50MB at present. Static content on website is approx. 300-400 MB.
2					We would like to request you to provide technology stack for website development and mobile application development.	Vendor can use any suitable technolgy for meeting the requirement mentioned in scope of work.
3					Do we need to deploy any onsite resource during implementation?	Development team should be stationed at Lucknow for entire development phase.
4					Do we need to deploy any onsite resource during AMC?	No onsite resource need to be deployed onsite during AMC.
5					For Agra, Lukhnow, Kanpur, will the scope remains same and we just need to replicate?	As per tender conditions.
6	Volume-2	Section-1: Scope of Work	2.2.2 (xxi)	Real time information of services i.e. Normal, delayed, interruption is proposed to be displayed with the indication on affected line on Metro map.	Do we need to capture the real time movement status of metro during transition?	UPMRC should be able to publish real time status of metro manually through CMS on website and apps.
7	Volume-2	Section-1: Scope of Work	2.2.2 (xxi)	Real time information of services i.e. Normal, delayed, interruption is proposed to be displayed with the indication on affected line on Metro map.	Will department provide us any API to capture the movement status of metro?	UPMRC should be able to publish real time status of metro manually through CMS on website and apps.
8	Volume-2	Section-1: Scope of Work	2.2.2 (x)	Nearest Metro Station and shortest route to the nearest Metro station using Maps. Application can redirect the user to the default map app of device.	For nearest metro and navigation to that metro from user location, we will need to utilize Google Distance API, Navigation APIs and that will be a recurring cost to be paid to Google, please consider this in BOQ as a separate line item.	As per tender conditions.
9					For hosting, do we need to consider backup also, if yes then please tell us the frequency of backup?	Yes Backup is in the scope of bidder. Frequency of backup will be decided at development stage.
10					For hosting, do we need to consider DR also? Please tell us connectivity b/w DC and DR is it Active -Active. If it is Active - Passive then please tell us the RTO and RPO.	As per tender conditions.
11					Do we need to consider staging server throughout the lifecycle of project?	As per tender conditions.
12	Volume-2	Section-1: Scope of Work	2.2.1 (ii)	Bidder will be responsible to redesign and develop the website in such a manner that there will be a main website for UPMRC, and from UPMRC site user can access subdomains (different metro projects) of UPMRC. Main UPMRC website will contain organizational information and data whereas, Metro project specific pages will contain data/information pertaining to that metro project.	Is this required to develop in open source or vendor shall select any technology.	Vendor can use any suitable technolgy for meeting the requirement mentioned in scope of work.
13	Volume-2	Section-1: Scope of Work	2.2.1 (iii)	Bidder will also carry out the migration of existing data from UPMRC website to the redesigned and developed website.	What is format of existing data, is this SQL Server, MySQL, or postgres. Please confirm	MySQL
14	Volume-2	Section-1: Scope of Work	2.2.2 (xviii.b)	Facilities for public: Card Discounts, Restaurant offers, birthday celebration, Marriage anniversary celebration etc. and contact details with procedure for the same.	Facilities for public: Card Discounts, Restaurant offers, birthday celebration, Marriage anniversary celebration etc. and contact details with procedure for the same.	As per tender conditions.

15	Volume-2	Section-1: Scope of Work	2.2.2 (xxii)	Facility for Advertisements on UPMRC website.	The functionality of this module could be very complex based on the requirements like defining the slots, time, priority, rotational ads etc. Will there be also an option to register the advertisers?	As per tender conditions.
16	Volume-2	Section-1: Scope of Work	2.3.2 (iv)	Complete information about parking capacity and parking area availability.	Complete information about parking capacity and parking area availability. Is it required on real time?	Initially bidder has to incorporatre the information. During AMS phase Superusers will input the information through CMS.
17	Volume-2	Section-1: Scope of Work	2.3	Bidder will be responsible for redesigning the UPMRCL app in such a way that there will be a single app for UPMRC with access to Lucknow, Kanpur and Agra and other Metro projects	Will there be only single website (same look and feel like a microsite) for Kanpur and Agra or totally different look, feel and deployment server? Here the term "other Metro projects" is very ambiguous. For the ease of estimation, can it be finalized for how many locations it is required.	Refer Cluase 1.1 and 2.2.1(ii) of Volume-2 Section-1.
18	Volume-2	Section-1: Scope of Work	2.6	Annual Maintenance and Support	Post Implementation, support engineers shall be requiring on onsite, offsite, or mixed mode	Post Implementation, support engineers can work remotely.
19	Volume-2	Section-4 Timeline	6.1	Redesigning and development of website and Mobile applications (android and iOS) T+14	The timeline of 14 weeks is not realistic considering the features listed in the Scope of Work. Can we plan to deliver the features in phases and target to deliver the most important features in the website & mobile app in 14 weeks?	As per tender conditions.
20	Volume-1	Section-4: Annexures to ITT	Annexure-6	Work Experience	Can we provide this Work experience in our format. Please ?	As per tender conditions.
21				FINANCIAL DATA	Can we provide this Financial Data as per CA's Standard format on CA's Letter Head. Please ? Also please change the Financial Year Likewise 2017-18 , 2018-19, 2019-20, 2020-21 & 2021-22	As per tender conditions.
22	Volume-1	Section-3: Instructions to Tenderers	3.29.4 (v)	Tenderer(s) may be asked to make a presentation of their proposal to UPMRC team for evaluation.	Request you to provide at least 1 week time before presentation submission.	As per tender conditions.
23	Volume-2	Section-1: Scope of Work	1.3 (vii)	To redesign, launch the mobile application on application store (Apple iOS) and play store (Android) after successful testing	We assume that UPMRC will provide annual license fee of iOS and Android store. If bidder has to pay annual license of iOS and Android then what would be process for paying the fees from Go live onwards? (It's an annually paid service.)	This is Bidder's responsibility, UPMRC won't bear any cost for the same.
24	Volume-1	Section-1: Notice Inviting Tender	1.1.1 (iii)	The migration from existing Website and application to the developed website and application shall be the responsibility of the bidder	Request you to provide the existing technical details like database, platform etc. which is currently been used?	HTML, CSS, Jquery for front end and PHP Codeigniter for Backend. Database in MySQL.
25	Volume-2	Section-1: Scope of Work	1.2 (3)	To enable seamless 3rd-party integrations with ease.	Request you to provide the below details 1. What type of 3rd party integrations to be done? 2. How many 3rd party APIs to be provided.	As per tender conditions.
26	Volume-2	Section-1: Scope of Work	1.3 (9)	To migrate the existing data from old UPMRC website to the newly developed website.	Request you to provide the amount of data to be migrated?	Size of data is approximately 500MB

27	Volume-2	Section-1: Scope of Work	2.1	2. SCOPE OF WORK 2.1 There are Three types of users for whom functionality have to be built: for planning their journey as well as facilities available in the station. They will also use ticket QR code generated in the app for their journey. 2. Admin (CMS) – These users will be the operational admin of the app and will manage the dayto-day information being displayed. They will also be responsible for keeping the information updated by deleting the obsolete data. 3. Super Admin – These users will be responsible for maintaining the users, their roles and corresponding permissions required. Apart from these activities, they will also be responsible for monitoring the app for performance issues.	Kindly provide the number of below users. 1. Commuters 2. Admin (CMS) 3. Super Admin	1. Exact no. of iOS and Android users can't be confirmed at this stage. Bidders are advised to check the users/hits for other Metro rail websites/apps for reference. The website and Applications developed should be scalable and meet the tender requirements irrespective of the number of users accessing them. 2. Admins and Super Admins combined will be approx. 10-20
28	Volume-2	Section-1: Scope of Work	2.2.1	Bidder will be responsible to redesign and develop the website in such a manner that there will be a main website for UPMRC, and from UPMRC site user can access subdomains (different metro projects) of UPMRC. Main UPMRC website will contain organizational information and data whereas, Metro project specific pages will contain data/information pertaining to that metro project.	We understand that the content for the website will be provided by UPMRC. Please confirm.	As per tender conditions.
29	Volume-2	Section-1: Scope of Work	2.2.1 (vii)	Bidder has to provide hosting services, domain name renewal and SSL deployment.	We understand that UPMRC has their own cloud and bidder only needs to give hosting service. Please confirm.	Refer Clause 2.2.4(i) of Volume-2, Section-1.
30	Volume-2	Section-1: Scope of Work	2.2.2 (vii)	Bidder will be responsible for creating a bilingual website. Page wise Hindi content will be provided by UPMRC team.	Please provide the type of languages to create the bilingual website.	Hindi will be the language to create bilingual website.
31	Volume-2	Section-1: Scope of Work	2.2.2 (xiv)	Social media icons and link to the social platforms (like Facebook, Twitter and other social media sites). Social Media Integration on the Homepage: A recent Tweet/Facebook Post/ Instagram Post may be shown on the website in a block to inform the latest update about metro to the Website Users.	We understand that the social media gateway will be provided by UPMRC. Please confirm.	Facebook, Twitter etc. Social Media handles of UPMRC will be provided to the bidder by UPMRC. Integration of the same with the website and apps will be the responsibilty of the bidder.
32	Volume-2	Section-1: Scope of Work	2.3	Bidder will be responsible for redesigning the UPMRCL app in such a way that there will be a single app for UPMRC with access to Lucknow, Kanpur and Agra and other Metro projects. UPMRC's various Metro Projects' information and APIs for different functionality will be integrated with UPMRC app, so that user can access data and use functionality of all metro projects through a single mobile app.	Request you to provide the below details 1. Number of iOS and Android users. 2. We understand that the APIs will be provided by UPMRC. Please confirm.	1. Exact no. of iOS and Android users can't be confirmed at this stage. Bidders are advised to check the users/hits for other Metro rail websites/apps for reference. The website and Applications developed should be scalable and meet the tender requirements irrespective of the number of users accessing them. 2. APIs will be provided by UPMRC team.

33	Volume-2	Section-1: Scope of Work	2.4 (xviii)	Training: Extensive training should be provided to UPMRC team to handle web content and CMS.	Please provide the below details 1. Training will be online or offline? 2. Number of users to be trained ? 3. We understand that the training infra will be provided by UPMRC. Please confirm.	Training will be offline. Approx. 10-20 users will be trained.
34	Volume-2	Section-1: Scope of Work	2.3 (xvi)	Real time information through notifications and updates. Push notification feature.	We understand that the push gateway is available and will be provided by UPMRC. Please confirm.	No. This is bidder's responsibility.
35					What is the approx number of end users, who are going to use both CMS and mobile app?	CMS will be used by Approx. 10-20 users. Exact no. of iOS and Android users can't be confirmed at this stage. Bidders are advised to check the users/hits for other Metro rail websites/apps for reference. The website and Applications developed should be scalable and meet the tender requirements irrespective of the number of users accessing them.
36					1. Is there any security requirement specific to CMS & mobile application ? 2. Will Google & Apple accounts (after app deployment) be managed by UPMRC or by the bidder?	1. As per tender documents. 2. Accounts will be created using UPMRC user's details and will be managed by bidder with the consent of UPMRC.
37					Will any specific data to be stored on the mobile device for offline access or it will be only online content rendering	Offline static data will be there on apps.
38					In contact us section, will UPMRC provide the necessary SEARCH API to search contacts from UPMRCL Directory?	No.
39					Request you to provide the technical details to develop web portal. For example, 1. Platform details on which web portal needs to be developed 2. Database details 3. Operating system details 4. Mobile application model 5. Mobile offline database	HTML, CSS, Jquery for front end and PHP Codeigniter for Backend. Database in MySQL. Database size of website and Mobile App is approx. 50MB at present.
40					1. Please provide the existing technical details of web portal, mobile app, CMS . 2. Is exsiting Mobile app available in iOS and Android or both ?	HTML, CSS, Jquery for front end and PHP Codeigniter for Backend. Database in MySQL. Yes, existing mobile app is available in iOS and Android.
41	Volume-2	Section-3: SLA		Team mobilization and commencement of work including deployment of key personnel on site	1. We understand that the required personnel should be onsite. Please confirm. 2. kindly provide the number of working hours of the personnel. 3. Also request you to provide the manpower details like qualification, years of experience, etc.	1. Development team should be stationed at Lucknow for entire development phase. 2. As per tender conditions. 3. As per tender conditions.

42	Volume-1	Section-4: Annexures to ITT	Annexure 11- WORK IN HAND	Annexure 11- WORK IN HAND	In reference to this clause as explained abouve that almost 80% - 90% of work are without any work orders/any other formal supporting documents. Most of MNCs will have more than 1000+ services to multipal clients ongoing and work in hand. Hence, the calculation of all the projects/works Value of balance work yet to be done in INR as on last date of previous month of submission of tender is not fesible at all. In view of above we request to consider the details of only Government Projects to be filled/provided in Annexure-11.	As per tender conditions.
43	Volume-1	Section-4 Section-2	Annexure-6 of ITT 2.2.1 (i) of Initial Filter Criteria	Annexure 6 -Work Experience (Details of Work - Website) 2.2.1. Work Experience- i) The applicant must have completed at least one similar work of INR 82.40 lakhs or more at the price level of last day of month previous to the month of tender submission end date.	In reference to the work experience criteria the webportal projects have been asked, we are having experience of Web portals which is for event specific for government/PSU and now the event is over and hence the URL are stopped. The details of URL is not feasible - will that project can be considered. Further, the details of URL and other web portal details /mobile apps details are not available as per Annexurre-6. Will the government web portal projects wherein the web portal are tablet device responsive but separate mobile applications are not part of scope will be considered, request to confirm or clarify ?	As per tender conditions.
44	Addendum-1			Bidders already registered with MSME are exempted from submission of cost of tender document and bid security/ EMD.	In reference to this clause we understand that MSME registered firm is exempted for Tender fee and EMD/Bid Security. Kindly Confirm.	As per addendum-01.
45					Please reduce the Security Deposit from @ 5 % to 3 % as per Government Guidelines.	As per tender conditions.
46					Please increase timelines for development of website and APP from 4 months to 6 months.	As per tender conditions.
47					Please provide maximum bandwidth requirement details.	As per tender conditions.
48					Please provide DR hosting requirement details.	As per tender conditions.
49					Please reduce the mobile app PO value from 20 Lakh to 4 Lakh.	As per tender conditions.
50	Volume-2	Section-1: Scope of work	1.3 (ix)	To migrate the existing data from old UPMRC website to the newly developed website	Please mention the existing tech stack for each of website and application , database name & version, and its size.	HTML, CSS, Jquery for front end and PHP Codeigniter for Backend. Database in MySQL. Database size of website and Mobile App is approx. 50MB at present.
51	Volume-2	Section-1: Scope of work	2.1 (1)	They will also use ticket QR code generated in the app for their journey.	Will there be any QR code scanning devices/manpower available at the time of entry in the metro premise. Please confirm.	Yes, there are QR code scanning devices/manpower are available in the metro premise.
52	Volume-2	Section-1: Scope of work	2.2.1 (i)	Bidder has to provide undertaking for the GIGW compliance.	Do we need to only give undertaking or the GIGW certificate from STQC. Please clarify.	As per tender conditions.
53	Volume-2	Section-1: Scope of work	2.2.1 (vii)	Website should be hosted on cloud server with minimum specifications as follows: vCPU-16, RAM-32GB, Storage-100GB, 2.5GHz Clock Speed.	We understand that the mentioned server configuration will be applicable for entire project engagement irrespective of the traffic coming on the website and mobile app. Please confirm if our understanding is correct.	Given Specifications are minimum specifications. Vendor has to arrange, upgrade, manage server if required during contract period.

54	Volume-2	Section-1: Scope of work	2.2.1 (vii)	Website should be hosted on cloud server with minimum specifications as follows: vCPU-16, RAM-32GB, Storage-100GB, 2.5GHz Clock Speed.	Please also clarify, incase the server configuration needs upgrade considering the high traffic, then who will bear the cost of upgraded server configuration.	It is bidder's responsibility to upgrade the server's configuration. UPMRC won't bear any cost for the same.
55	Volume-2	Section-1: Scope of work	2.2.1 (vii)	Bidder has to provide hosting services, domain name renewal and SSL deployment. UPMRC will hold the ownership for domain name, SSL Certificate and web hosting.	Can you please mention the current price of the domain renewal on yearly basis?	As per tender conditions.
56	Volume-2	Section-1: Scope of work	2.2.1 (vii)	Bidder has to provide hosting services, domain name renewal and SSL deployment. UPMRC will hold the ownership for domain name, SSL Certificate and web	Currently, are you using multi-domain SSL certificate of just a single domain certificate?	As per tender conditions.
57	Volume-2	Section-1: Scope of work	2.2.2 (xv)	E-mail updates regarding service disruption, planned closure or festival wishes/offers to registered users.	Please mention who will bear the cost of bulk EMAILs? and approximately how many emails are required on monthly/yearly basis?	Bidder will Bear the cost of Bulk Emails.
58	Volume-2	Section-1: Scope of Work	2.3 (xvi)	Real time information of services i.e. Normal, delayed, interruption is proposed to be displayed with the indication on affected line on Metro map.	We assume that these data will fetched from the external application via APIs. Please confirm.	UPMRC should be able to publish real time status of metro manually through CMS on website and apps.
59	Volume-2	Section-1: Scope of Work	2.2.2 (xvi.b)	To be able to book a ticket/Recharge Go smart card of Lucknow Metro/Kanpur Metro /Agra Metro/ Other Metro Of UPMRC network from external application.	We will share the APIs for the same, but integration and APIs development at the consumption end along with payment gateway integration will be in the scope of external agency and not in our scope. Please confirm.	As per tender conditions.
60	Volume-2	Section-1: Scope of Work	2.2.4 (i)	Bidder will be responsible for hosting of developed Website on MEITY empaneled Government Community Cloud or Virtual Private Cloud throughout the stabilization phase and during 05 years of AMS	The clause is not clear as we understand that either we need to host developed Website on MEITY empaneled Government Community Cloud or Virtual Private Cloud of any local or global vendor like AWS/GCP/Azure. Please clarify.	Bidder need to host developed Website on MEITY empaneled Government Community Cloud or MEITY empaneled Virtual Private Cloud.
61	Volume-2	Section-1: Scope of Work	2.3.1 (vii)	Security audit will also be needed for the mobile application; such kind of audit will be done by the Bidder.	Is this through CERTIn vendor or internal security report will work?	Security Audit should be done through CERT-IN empanelled ageny.
62	Volume-2	Section-1: Scope of Work	2.5 (vi)	The Bidder shall ensure that only authorized employees enter the premises of UPMRC, carrying proper I-card supplied by the Bidder.	Do we need to deploy the manpower on premise during the development phase? Please confirm.	Development team should be stationed at Lucknow for entire development phase.
63	Volume-2	Section-1: Scope of Work	2.5 (xiii)	Project Manager from the bidder side shall has to attend the monthly review meeting physically with	Will this be applicable during development phase or for entire project duration?	Applicable for development Phase only.
64	Volume-2	Section-1: Scope of Work	2.6 (14)	Data for uploading will be provided to the Bidder by UPMRC	We assume that the data will also be uploaded by UPMRC admin only.	As per tender conditions.
65	Volume-2	Section-2: Testing Requirements		UPMRC/Third Party Auditor	Please confirm this clause as this will have a cost implication. If it is done through UPMRC, then we assume that there will be no cost involved, incase VAPT is done through 3rd party vendor, then a cost is associated with it. Hence, please clarify the same.	Bidder will be responsible for complete testing. After the testing is done by the bidder, testing may be done by UPMRC or through Third Party auditor. (In that case Bidder won't bear the cost)
66	Volume-2	Section-1: Scope of Work	2.3	Bidder will be responsible for redesigning the UPMRCL app in such a way that there will be a single app for UPMRC with access to Lucknow, Kanpur and Agra and other Metro projects. Development of Android and iOS app for upcoming two projects/cities	These two clauses are contradictory. We assume that there will be a single mobile app that will carry details for each project/city, and the same app will be used for upcoming two projects/cities as well, and there will be no separate app. Please confirm if your understanding is correct. And in the same manner, this logic will be applicable on website as well.	There will be a single mobile app that will carry details for each project/city, and the same app will be used for upcoming two projects/cities. Same is applicable in case of website.
	Volume-3	Appendix VII.2				

67	Volume-3	Appendix VII.2		CERT-IN Audit	Is this going to be one time cost for website & app after development and before deployment or Do we need to give the cost for every year?	Bidder will be responsible for CERT-IN audit through CERT-IN empannelled agency once a year throughout the entire contract period
68	Volume-1	Section-2: Initial Filter Criteria	2.2.1	i) The applicant must have completed at least one similar work of INR 82.40 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR ii) The applicant must have completed at least two similar works of INR 51.50 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR iii) The applicant must have completed at least three similar works of INR 41.20 lakhs or more at the price level of last day of month previous to the month of tender submission end date. AND iv)	We request you to change The applicant must have completed at least one similar work of INR 82.00 lakhs or more AND Design and Development of Mobile Application (iOS and android) of total value INR 3 lakhs or more	As per tender conditions.
69	Volume-1	Section-2: Initial Filter Criteria	2.2.1	i) The applicant must have completed at least one similar work of INR 82.40 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR ii) The applicant must have completed at least two similar works of INR 51.50 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR iii) The applicant must have completed at least three similar works of INR 41.20 lakhs or more at the price level of last day of month previous to the month of tender submission end date. AND iv)	S.S.B. DIGITAL PVT. LTD. is a Startup company under MSME policy by GOI. So, Kindly request you to consider the Work Order/Completion certificate for startups companies.	As per tender conditions.

							As per tender conditions.
70	Volume-1	Section-2: Initial Filter Criteria	2.2.1	The tenderers will be qualified only if they have successfully completed work(s) during last 5 years ending last day of the month previous to the month of tender submission as given below i) The applicant must have completed at least one similar work of INR 82.40 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR ii) The applicant must have completed at least two similar works of INR 51.50 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR iii) The applicant must have completed at least three similar works of INR 41.20 lakhs or more at the price level of last day of month previous to the month of tender submission end date. AND iv) Design and Development of Mobile Application (iOS and android) of total value INR 20.06 lakhs or more which may be part of (i), (ii) or (iii) above, or a separate work. *Similar work (Website): Similar work will include creation/revamping/redesigning of a responsive, dynamic, database driven website including Content Management System using HTML/JS/CSS and high-level language like Java/PHP/Python etc. Website	The tenderers will be qualified only if they have successfully completed work(s) during last 5 years ending last day of the month previous to the month of tender submission as given below i) The applicant must have completed at least one similar work of INR 82.40 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR ii) The applicant must have completed at least two similar works of INR 51.50 lakhs or more at the price level of last day of month previous to the month of tender submission end date. OR iii) The applicant must have completed at least three similar works of INR 41.20 lakhs or more at the price level of last day of month previous to the month of tender submission end date. AND iv) Design and Development of Mobile Application (iOS and android) of total value INR 20.06 lakhs or more which may be part of (i), (ii) or (iii) above, or a separate work. *Similar work (Website): Similar work will include creation/revamping/redesigning/**Maintenance** of a responsive, dynamic, database driven website using HTML/JS/CSS and high-level language like Java/PHP/Python etc. Website should have minimum 50 pages, Web based software and payment gateway integration/ **Content Management System.** *Developed mobile application should be responsive, database	
71	Addendum-1			bidders already registered with MSME are exempted from submission of cost of tender document and bid security/ EMD. (Bidders have to send the MSME registration certificate along with email IDs of participants prior to the pre-bid meeting.)	As per referred clause we assumed that bidders functional OR registered with MSME under Micro, Small and Medium Category are exempted from submission of cost of tender document and bid security/ EMD. (Bidders have to send the MSME registration certificate.	As per addendum-01.
72	Volume-2	Section-1: Scope of work	2.1	There are Three types of users for whom functionality have to be built: 1. Commuters 2. Admin (CMS) 3. Super Admin	Please share count of total user and concurrent Users of the application.	1. Exact no. of iOS and Android users can't be confirmed at this stage. Bidders are advised to check the users/hits for other Metro rail websites/apps for reference. The website and Applications developed should be scalable and meet the tender requirements irrespective of the number of users accessing them. 2. Admins and Super Admins combined will be approx. 10-20
73	Volume-2	Section-1: Scope of work	2.2.1 (vii)	vii. Bidder has to provide hosting services, domain name renewal and SSL deployment. UPMRC will hold the ownership for domain name, SSL Certificate and web hosting. Website should be hosted on cloud server with minimum specifications as follows: vCPU-16, RAM- 32GB, Storage-100GB, 2.5GHz Clock Speed.	Please confirm is web portal will be deplued on DR (Disaster Recovery) also. If yes what % of DR required.	As per tender conditions.

#	Volume	Section	Clause	Clause Text	Query	Response
74	Volume-2	Section-3: SLA		**SLA Parameter** - Team mobilization and commencementof work including deployment of key personnel on site. **Target** - <7 working days	We request to allow the Team mobilization in 30 working days and amend the clause as below: **SLA Parameter** - Team mobilization and commencementof work including deployment of key personnel on site. **Target** - <30 working days	As per tender conditions.
75	Volume-2	Section-3: SLA		**SLA Parameter** - Team mobilization and commencement of work including deployment of key personnel on site. **Target** - <7 working days	Please share the count of users to whom training needs to be provided. What is the batch size and how many days training needs to be given for each batch.	Training will be offline. Approx. 10-20 users will be trained.
76	Volume-2	Section-1: Scope of work	1.3 (xiii)	To provide the functional and technical training to UPMRC. IT Training shall be provided to UPMRC IT Team for System and Infrastructure Monitoring and Administration, DBA. Training: Extensive training should be provided to UPMRC team to handle web content and CMS.	Please share the count of users to whom training needs to be provided. What is the batch size and how many days training needs to be given for each batch.	Training will be offline. Approx. 10-20 users will be trained.
77	Volume-2	Section-1: Scope of work	2.6	Bidder will be responsible for 05 years AMS of mobile app after Go-Live of developed mobile app. Bidder has to provide maintenance and support for existing website and app until newly developed website and app goes live.	Please share the technology stack of existing application and details of existing modules which are available in existing application and also share the tutorial/user manaual etc.	HTML, CSS, Jquery for front end and PHP Codeigniter for Backend. Database in MySQL.
78	Volume-2	Section-1: Scope of work	2.3.1 (iii)	Bidder will make the App available in Google Play Store and apple store for download.	Please confirm who will provide the login credentials of Google Play Store and apple store.	Accounts will be created using UPMRC user's details and will be managed by bidder with the consent of UPMRC.
79	Volume-2	Section-1: Scope of Work	2.2.2 (xii)	Route map with interactive map/animated map, first & last train timing, fare information, total number of intermediate stations, total number of interchanges collectively on search of source and destination station	Please confirm who will provide the map services.	As per tender conditions.
80					Please specify the minimum no. of consultants required onsite	Development team should be stationed at Lucknow for entire development phase. No onsite resource need to be deployed onsite during AMC.
81					Please consider On-going projects especially UAT Phase Completed regarding work experience clause.	As per tender conditions.